

I would like to express that Time Warner Cable's move away from Analog to Digital cable and now its proposal to go all encrypted with every channel; even for their basic service levels; severely impacts the consumer in a negative way.

My family has subscribed to cable all its life, with the convenience of plugging the cable directly into the TV. We've had more expensive packages with the boxes, but found the charges too high for the quality, channel choices and level of service delivered; so we settled on basic cable (no box). We like convenience, so our house is wired for TV distribution, internet and phone to every room. With the transition to DTV and HDTV we have invested in more than half a dozen HDTVs and have computers and other recording & distribution devices that do analog and / or digital. And so, for years, we have received both analog and digital HDTV excellently over basic cable. Everything worked as expected and we were perfectly satisfied.

Now, with Time Warner Cable's Digital Transition, as of this fall in our area of Augusta, Maine 04330; we are required at a minimum to have a Digital Cable Adapter (DCA) box per TV capable device ... and analog TV is gone (save for a few channels).

This switch to all-digital cable instantly obsoleted a lot of the equipment we own (not rent), such as our DVDR, HDD DVR, Slingbox, Computer TV tuners, all-in-one remotes, ... and has also effectively neutered our HDTVs as they can't use their own tuner any more to receive the channels.

When I expressed my concerns and complained to TWC about this; they expressed this is a good move because:

- they want to offer better service to their customers
- the competition is doing it
- they need to remain competitive
- they want to prevent cable theft
- they can't afford analog bandwidth
- they would save money on truck rolls for physical connection/disconnection when people move

How is it a better service when moving from analog to digital and now all-encrypted digital, obsoletes every single piece of TV equipment I own?

As painful as it is to see thousands of dollars of analog equipment obsoleted; I can support moving forward from analog to digital and going from standard definition to high definition; because ultimately HDTV pleases the eye; but, I cannot support Cable TV requiring digital boxes and especially not going all digitally encrypted.

Requiring a box or an adapter and encrypting TV is anti-consumer move; because there is not one device in the market place that accepts the signal other than what you rent from the cable company, perpetually, and it takes any cable use options we have had for decades (vcr, dvdr, hdd dvr, ...) away from the consumer and replaces them with one single option: the cable company HD DVR which you rent every month.

Everybody is effectively being treated as a cable thief and now being forced to pay a toll or extra fee per unit to keep viewing television. Currently a minimum of \$1/mo/DCA after the introductory period. It is anybody's guess what the charges will be over time. As we all know, cable bills have kept rising over the decades and fees are still creeping up.

You should also be aware that in a multiple device room; that you can't view more than one station any more. Unless you cover up sensors, it is physically impossible to dial in the channel per box independently. Using any DCA remote changes every DCA box in the room, so you can't watch two or three stations any more on three TVs during an event or keep an eye on a secondary channel via PIP on the same TV for that matter.

The signal quality from the DCA is inferior in quality. They do not support High Definition. Come with an ultra-limited remote. Do not support closed captioning, etc.

Between 5 devices in the media room, two in the gym, one in every room and a batch of other obsoleted equipment ... needless to say, the digital move has severely impacted our viewing habits and we're not thrilled with the prospect of additional fees and upgrades we have to purchase.

TWC saves by eliminating analog broadcasting. TWC saves because they can use less bandwidth. They can pad their bottom line with adapter and box fees. They can save on truck rolls. Etc. And, where does the customer benefit? Nowhere. We just had another rate hike and our TV viewing capability is still neutered.

All we would like is for our HDTVs and other devices to keep working, independently, without mandated cable box or adapter.

Time Warner Cable is holding their paying customers hostage and pushing them to get higher service levels. To my complaint about losing all the HD channels we have enjoyed free and clear as CLEAR QAM over basic cable; I was told to get an HD Cable Box for every TV, to keep viewing my local channels in HD. Like I want to pay an extra \$5-\$10/mo per TV?

Coming back to being held hostage. We live in a rural state with hills & mountains. We have very limited access to stations via antenna, because they're over 60 miles away; so what option do we have to switch away? Satellite requires cable boxes; and we would need too many of those with them. So we can't go anywhere. TWC knows it, so now they force boxes upon their regular customers and force them to pay more for the same service.

The bottom line really is that: any kind of mandate of a cable box or adapter, whether encrypted or not; which prohibits the customer from using their own equipment independently how they want to, is an anti-consumer move.

What if the power companies only delivered power to approved digital receptacles within your house, which you would have to rent?

What if the phone company only allowed you to plug in a home phone into approved authorized jack?

As a final note, I would like to present an alternative that I could support as a customer; which is a digital adapter device - effectively a TWC remotely controlled on/off cable relay switch - at the point of service entrance at the house; which would authorize TV viewing in my household. No box per TV or device. No decryption needed. Just a clear signal usual. TWC gets to keep their savings and the customer gets to keep their cable signal.

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